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**Buildings and civil engineering  
works — Vocabulary —**

**Part 4:  
Facility management terms**

*Bâtiments et ouvrages de génie civil — Vocabulaire —*

*Partie 4: Termes relatifs de gestion des installations*

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# Contents

	Page
Foreword .....	iv
Introduction .....	v
<b>1 Scope .....</b>	<b>1</b>
<b>2 Normative references .....</b>	<b>1</b>
<b>3 Terms and definitions .....</b>	<b>1</b>
3.1 Terms relating to high level structure .....	1
3.2 Terms relating to works and parts of works .....	3
3.3 Terms relating to space management .....	4
3.4 Terms relating to systems and parts .....	9
3.5 Terms relating to processes .....	10
3.6 Terms relating to measurement and measures .....	13
3.7 Terms relating to people and organizations .....	16
3.8 Terms relating to conditions .....	17
3.9 Terms relating to general business and finance .....	18
<b>Bibliography .....</b>	<b>20</b>
<b>Index of terms .....</b>	<b>22</b>

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 59, *Buildings and civil engineering works*, Subcommittee SC 2, *Terminology and harmonization of languages*.

A list of all parts in the ISO 6707 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

With the growth in the number of international construction projects and the development of the international market in construction products, there is an increasing need for agreement on a common language. The objective of the ISO 6707 series is to provide a consistent language for use by the various professions involved in the construction industry.

ISO 6707-1 defines general terms related to buildings and civil engineering works. This document establishes preferred terms and concepts related to facility management for buildings and other types of construction works.

This document is intended as a complement to ISO 41011. Some terms from ISO 41011 of particular relevance to this document have been reproduced. It is assumed that users will continue to use that document as reference for facility management terms generally.

For this document, reference is made to existing ISO definitions. Deviations maintain the original intention, whilst facilitating their interpretation in the context of facility management related to buildings and civil engineering works.

Consideration has also been given to the way in which electronic processes are being increasingly employed and how this has an impact on the work of those engaged in facility management.

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# Buildings and civil engineering works — Vocabulary —

## Part 4: Facility management terms

### 1 Scope

This document provides terms and definitions for facility management in relation to buildings and civil engineering works. These terms and definitions reflect standardized terminology relevant to construction works needed by those having a responsibility for facility management.

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

For the purposes of this document the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

#### 3.1 Terms relating to high level structure

##### 3.1.1

##### **facility management**

##### **FM**

organization function which integrates people, place and process within the built environment with the *purpose* (3.6.7) of improving the quality of life of people and the productivity of the core business

[SOURCE: ISO 41011:2017, 3.1.1, modified — The admitted term “facilities management” has been omitted.]

##### 3.1.2

##### **asset**

item, thing or entity that has potential or actual value to an organization

[SOURCE: ISO 55000:2014, 3.2.1, modified — Notes to entry have been removed.]

##### 3.1.3

##### **asset management**

coordinated activity of an organization to realize value from *assets* (3.1.2)

[SOURCE: ISO 55000:2014, 3.3.1, modified — Notes to entry have been removed.]

##### 3.1.4

##### **manageable asset**

*asset* (3.1.2) able to be dealt with using management standard and approaches

### 3.1.5

#### **asset portfolio**

*assets* (3.1.2) that are within the scope of the *asset management* (3.1.3) system

Note 1 to entry: A portfolio is typically established and assigned for managerial control *purposes* (3.6.7).

Note 2 to entry: An asset management system can encompass multiple asset portfolios.

Note 3 to entry: An asset portfolio may consist of real assets, built environment, individual buildings or structures, *technical building systems* (3.4.2), equipment, furniture and fixtures.

[SOURCE: ISO 55000:2014, 3.2.4, modified — The second and third sentences of Note 1 to entry have been omitted. The second sentence of Note 2 to entry has been omitted. Note 3 to entry has been added.]

### 3.1.6

#### **facility**

collection of *assets* (3.1.2) which is constructed, installed or established to serve an entity's need

[SOURCE: ISO 41011:2017, 3.2.3.2, modified — In the definition, “is built” has been changed to “is constructed”.]

### 3.1.7

#### **landscape**

all the visible *features* (3.1.11) of an area of land, often considered in terms of their aesthetic appeal such as public and private gardens, parks, road vegetation including lawns and turfed recreational areas

[SOURCE: ISO 16075-3:2015, 3.2.2]

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### 3.1.8

#### **information model**

set of structured and unstructured information containers

[SOURCE: ISO 19650-1:2018, 3.3.8] <https://standards.iteh.ai/catalog/standards/sist/201f0c9a-ef37-4c07-b926-7bff6ea3e862/iso-6707-4-2021>

### 3.1.9

#### **zone**

space or spaces with a particular function

[SOURCE: ISO 12006-2:2015, 3.4.5]

### 3.1.10

#### **requirement**

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “generally implied” means that it is a custom or common practice for the organization and *interested parties* (3.1.12) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information.

[SOURCE: ISO 41011:2017, 3.1.4.1]

### 3.1.11

#### **feature**

distinct or outstanding part, quality or characteristic of an entity or element

Note 1 to entry: This definition is not appropriate to BIM, which is a special area of knowledge.

### 3.1.12

#### **interested party**

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity



**3.1.13****agent**

whatever acts on a *facility* (3.1.6) or its parts to adversely affect its performance

EXAMPLE Person, water, load, heat.

[SOURCE: ISO 15686-2:2012, 3.1.4, modified — In the definition, “facility” has been substituted for “building”.]

**3.1.14****risk**

effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected – positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73:2009, 3.5.1.3) and “consequences” (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

**3.2 Terms relating to works and parts of works****3.2.1****real estate**

immoveable property including structures, grounds and undeveloped land

[SOURCE: ISO 41011:2017, 3.2.2]

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**3.2.2****infrastructure**

system of *facilities* (3.1.6), equipment and services needed for the operation of an organization

Note 1 to entry: ISO 9000:2015 defines infrastructure in relation to organizations.

[SOURCE: ISO 9000:2015, 3.5.2]

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**3.2.3****base building**

general-purpose building intended, but not yet adapted, to suit the operational *requirements* (3.1.10) of a specific *user* (3.7.3)

**3.2.4****building envelope**

physical boundary or barrier separating the interior volume of a building from the external unconditioned environment

[SOURCE: ISO 12569:2017, 3.5, modified — In the definition, “physical” has been added before “boundary” and “outside” has been changed to “external unconditioned”.]

**3.2.5****building loss factor**

percentage added to *building envelope* (3.2.4) to compensate for parts that reduce the *usable area* (3.6.21)

Note 1 to entry: The part or *feature* (3.1.11) is described as “building loss feature” in ISO 6707-1.

Note 2 to entry: A *projection* (3.2.6) is an example of a part that reduces the usable area.

### 3.2.6

#### **projection**

something jutting out beyond the internal surface of a wall, ceiling or floor that prevents an internal space from being used for furniture, equipment, circulation or other functions

### 3.2.7

#### **facility-in-service**

*facility* (3.1.6) as completed, commissioned, handed over and in operation mode

### 3.2.8

#### **general purpose facility**

*facility* (3.1.6) which meets the initially designed functional *requirements* (3.1.10) of *occupants* (3.7.4) from different organizations doing similar work

## 3.3 Terms relating to space management

### 3.3.1

#### **built space**

limited three-dimensional extent defined physically

Note 1 to entry: This definition is not appropriate to BIM, which is a special area of knowledge.

### 3.3.2

#### **workplace**

physical location where work is performed

[SOURCE: ISO 41011:2017, 3.1.6]

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### 3.3.3

#### **workspace**

*zone* (3.1.9) for completing a work task

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Note 1 to entry: A workspace can include more than one *workplace* (3.3.2).

### 3.3.4

#### **work station**

location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related activities and suitable for permanent use

[SOURCE: ISO 41011:2017, 3.1.6.1]

### 3.3.5

#### **co-working area**

area occupied by several workers not belonging to the same organization

### 3.3.6

#### **security zone**

*zone* (3.1.9) that is continuously monitored and where access is controlled

Note 1 to entry: Security, in the context of this document, applies to both the traditional physical security *risks* (3.1.14) as well as cyber security risks faced by many organizations. A security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

### 3.3.7

#### **high-security zone**

*zone* (3.1.9) that is continuously monitored and where access is limited to authorized personnel

Note 1 to entry: Security, in the context of this document, applies to both the traditional physical security *risks* (3.1.14) as well as cyber security risks faced by many organizations. A high-security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

**3.3.8****operations zone**

zone (3.1.9) where access is limited to employees and to visitors (3.7.6) with a legitimate reason for being there

**3.3.9****reception zone**

zone (3.1.9) where visitors (3.7.6) are greeted and, if appropriate, wait to receive attention

**3.3.10****private space**

space for use by authorized individuals to which the public do not have right of access

**3.3.11****public space**

space for use by the public or to which they have right of access

Note 1 to entry: Public space includes open access spaces.

**3.3.12****pressurized space**

space maintained at an air pressure higher than that in the surrounding space

**3.3.13****atrium**

roofed space bounded on all sides that provides daylight and sometimes ventilation (3.4.8) of a building

**3.3.14****dry area**

unroofed space below ground level that separates an external wall from adjoining ground to prevent lateral entry of water from the soil

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Note 1 to entry: A dry area is usually a narrow space.

**3.3.15****controlled area**

space where the air is required to be cleaner than that in the surrounding space, but not meeting the requirements (3.1.10) of a clean room (3.3.40)

**3.3.16****danger area**

space where people and property may be exposed to, or vulnerable to, a specific hazard

**3.3.17****concourse**

large open space for people to gather or a large open area inside or in front of a building

**3.3.18****urban open area**

vacant areas, public or private, within urban boundaries

Note 1 to entry: Urban open areas are all fringe open spaces and captured open spaces associated within the scope and parameters of the urban system.

Note 2 to entry: State parks, national parks or open areas in the countryside outside the parameters of the urban area are not considered as open areas in this document.

[SOURCE: ISO/TR 22370:2020, 3.25]

**3.3.19****alcove**

recess formed in a wall

**3.3.20**

**niche**

recess within the thickness of a wall

Note 1 to entry: A niche is usually for a statue, vase or other *feature* ([3.1.11](#)).

**3.3.21**

**laundry room**

room where clothes are washed and dried

**3.3.22**

**study**

quiet *zone* ([3.1.9](#)) for acquiring knowledge and understanding by reading and other means

**3.3.23**

**teaching zone**

*zone* ([3.1.9](#)) where a group of pupils or students are taught or study together

**3.3.24**

**bedroom**

private room for sleeping

**3.3.25**

**dormitory**

communal room for sleeping

**3.3.26**

**ward**

*bedroom* ([3.3.24](#)) or *dormitory* ([3.3.25](#)) in a hospital

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**3.3.27**

**study bedroom**

large *bedroom* ([3.3.24](#)) that can be used as a *study* ([3.3.22](#))

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**3.3.28**

**living space**

*zone* ([3.1.9](#)) in a dwelling for relaxation and entertaining *visitors* ([3.7.6](#))

**3.3.29**

**dining zone**

*zone* ([3.1.9](#)) where meals are eaten

**3.3.30**

**kitchen**

*zone* ([3.1.9](#)) where food is prepared and cooked

**3.3.31**

**lounge**

communal *zone* ([3.1.9](#)) for relaxation

**3.3.32**

**library**

*zone* ([3.1.9](#)) where books and other documents are housed, and where they may be consulted

Note 1 to entry: Conditions for using the documents vary greatly, as does the extent to which the space may be used for private study or similar *purposes* ([3.6.7](#)).

**3.3.33**

**staff room**

communal room where employees go to relax and take a break from their work during the course of the day